



Technical Bulletin #19

FMCSA - Information Systems

Subject: Windows 2000 Installation Problem for ASPEN, ISS, PIQ

Keywords: ASPEN, ISS, PIQ, Windows 2000, Synaptics

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Symptoms: When attempting to install the 32 bit versions of ASPEN, ISS, or PIQ on a new Gateway laptop with a glidepad and Windows 2000, the installation will hang.

Cause: A Synaptics glidepad configuration program running in the Windows 2000 tray conflicts with the installation procedure.

Resolution: There are two possible resolutions: 1) Uninstall the glidepad program and use the PS2 mouse driver instead and then proceed with the installs, or 2) Rename the 2 Synaptics executables loaded at startup and then reboot the machine. Install ASPEN, ISS, and PIQ, then rename the executables back to their original names, and reboot once again. The path and name of these executables can be found in the registry under the following key:
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Run
\\.

STILL HAVE QUESTIONS? – Contact FMCSA Technical Support for further explanation and assistance: Call 617-374-5090 Eastern Standard Time: 8 am - 4 pm.

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